

EXECUTIVE SUMMARY

DE Nursing Home Resident Quality Assurance Commission



Joint Legislative Oversight
& Sunset Committee

History and Mission: In July 1999, Senate Bill 23 created the Delaware Nursing Home Residents Quality Assurance Commission (“DNHRQAC” or “Commission”), to monitor Delaware’s quality assurance system for nursing home and long-term care (“LTC”) residents so that responses to complaints of abuse, neglect, mistreatment, financial exploitation, and other matters are responded to in a timely and effective manner. The following was established and became part of the quality assurance system outlined in the Commission’s mission:

- Staffing ratios.
- Creation of the Division of Health Care Quality (“DHCQ”) within the Department of Health and Social Services (“DHSS”), responsible for enforcement of State and federal laws and regulations.
- Criminal Background Check Center and the Adult Abuse Registry.

Since its inception, the Commission has hosted open public meetings to address quality of care issues, identified gaps in service, acted as a forum for the public and other stakeholders to share information regarding nursing home and assisted living services, and issued an annual report of its findings. Additionally, the Commission receives updates from the appropriate state agencies and, if necessary, make necessary recommendations to the Governor and General Assembly as outlined in its [governing statute](#) and [bylaws](#).

Membership and Staff: As of September 2019, there are [12 members](#) of the Commission, consisting of legislators, resident of a nursing home or family member, employees of a long-term care facility, advocate for people with disabilities, and other organizational stakeholders. The Commission is 1 of 5 non-judicial agencies funded by the Judiciary’s budget. Each are managed by their own executive director. The Administrative Office of the Courts is responsible for the 5 non-judicial agencies’ financial and human resource matters, but the agencies function independently.

Challenges:

- Population Growth
- Public and Private Sector Turnover
- Funding and Staff

Opportunities for Improvement:

- Elder Caucus
- Membership challenges and new bylaws
- Outreach

2021 Updates: The Commission participated on the Pandemic Resurgence Advisory Committee and other working groups with LTC providers, Delaware hospitals, and other LTC medical professionals. Training and other educational opportunities available through several local and national organizations were attended. The Commission has been in regular contact with the State Health Operations Center, LTC Ombudsman’s Office, DHCQ, Office of Public Guardian, Division of Aging, and other stakeholders while continuing to hold quarterly meetings via Webex. For additional information, please refer to the [2020 DNHRQAC Report](#).